

## Summary of Notes on the Qwest Regional Performance Results Report October 2001 through September 2002 – Dated October 18, 2002

October 24, 2002

### General Comments:

- Notes are based on 14-State 271 PID Version 5.0 (which is definitionally the same as ROC 271 Working PID Version 5.0).
- The display of N/As and blanks in statistical results may not appear as outlined in the “Explanation for Display of Statistics” at the bottom of this document. Programming refinements are pending.
- Instances where no CLEC and/or Qwest results are reported for a particular month, and instances where no measurement is reported, are due to no activity.
- Beginning with the Feb 01 - Jan 02 report, a pagination revision continues page numbers in sequence past the end of the Table of Contents instead of starting over at the beginning of the graphical presentation of results as in prior reports.
- See Attachment 1 at the end of this Summary of Notes for list of explanations for PO-19B transactions with acceptable differences.
- Beginning with Jun 02 results on the Jul 01 - Jun 02 report, Qwest is reporting results for a new Manual Service Order Accuracy measurement (PO-20). Attachment 2 at the end of this Summary of Notes contains a description of this PID. (Approval of this PID will be sought in first Long-term PID Administration forums.)
- Beginning with Jul 02 results on the Aug 01 - Jul 02 report, Qwest is reporting additional data regarding Order Accuracy. This data is found on the page following the reporting of PO-20, Manual Order Accuracy, results. The additional data reports LSR/service order discrepancies reported by customers that are not captured by the OP-5 installation quality measurement. Attachment 3 at the end of this Summary of Notes contains a description of this data. (Qwest will propose that information such as this be considered in the first Long-term PID Administration forums in conjunction with discussions about PO-20.)
- Beginning with Jun 02 results of the Sep 01 – Aug 02 report, Qwest is reporting results for a new Billing Claims Processing measurement (BI-5). Attachment 4 at the end of this Summary of Notes contains a description of this PID. (Approval of this PID will be sought in first Long-term PID Administration forums.)
- Beginning with the Sep 02 results on the Oct 01 - Sep 02 report, the process of using “csv” files to load data for manual PID reporting is replaced with a web-based data input tool in order to make the process more efficient. The affected PIDs are all “GA” measurements, PO-10, PO-16, PO-19, OP-2, MR-2, DB-1, DB-2, DA-1, OS-1, NP-1 and all “CP” measurements. This change does not impact results.

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
All	All Applicable Products	Implemented programming to add new ACNA/OCNs to the ACNA table. This change is included in reruns but only impacts results for Mar 02 forward because these ACNAs are for new CLECs.			R	R	R	>						
All	All Applicable Products	As a result of Internal analysis, found that for western region orders (Northern ID, OR, WA) the SOMCN on the order did not hold the inward MCN and therefore the CLEC_ID did not map correctly. Implemented programming to pick up the inward MCN and recalculate the CLEC_ID based on the new MCN. The impact of			R	R	R	>						

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		this change is estimated to be minor, although it cannot be quantified precisely, due to other changes affecting the same results.												
All Provisioning & Maintenance	All Applicable Products	Applied rerun of programming to default all MSA-type reporting for Montana, North Dakota, South Dakota and Wyoming to Zone 2 reporting.	>											
All Provisioning & Maintenance	All Applicable Products	In response to an Arizona IWO, Qwest implemented a change in the statistical programming. In doing so, Qwest also identified and corrected situations where the parity score was being calculated incorrectly for products reported as both designed and non-designed.	>											
All Provisioning & Maintenance	All Applicable Products	The MSA table for Mar 02 had duplicate views found to be relevant when a wire center incurs number pooling. Two Oregon wire centers (503-707 and 503-897) have split off line numbers 6000 - 6999 to central office PTLDR13 which has an MSA-type disaggregation of "Yes." Both of these Oregon NPA/NXXs were previously served entirely out of central office SESDOR64 which had a MSA-type disaggregation of "No." Line number blocks 0000 – 5999 and 7000 - 9999 will continue to be served out of SESDOR64. Work is pending to block these and future duplications in the ART table on a going forward basis. For Mar 02, Qwest defaulted to the preexisting MSA-type designation. The impact is minimal.						>						
All Provisioning & Maintenance Interval PIDs	Residence & Business	As a result of internal analysis, found the Standard Interval Table needed to be modified for Colorado to reflect state-specific differences between wholesale and retail intervals. Added field to the table to identify Wholesale and Retail. Changed the Standard Interval Table for Colorado to include Retail Residence = 3 days and Retail Business = 3 days. Wholesale remained 2 days for these products in Colorado. This change did not impact results.			R	R	R	>						
GA-1D	N/A	Implemented the reporting of gateway availability for "SIA," a new system being phased in that will be replacing Data Arbiter and Fetch-N-Stuff. Qwest will report SIA gateway availability results (GA-1D) in addition to Fetch-n-Stuff (GA-1B) and Data Arbiter (GA-1C) results until the system conversion is complete.									>			
GA-1 & -2	N/A	As a result of internal analysis, restated on the May 01 - Apr 02 report Jan 02 results to include an 88-minute LRTS outage and Feb				R	R							

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results															
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S	
		02 results to include a 68-minute LRTS outage not previously reflected in results. (LRTS is a downstream system used to avoid duplicate telephone number assignment. Qwest internal analysis determined even though orders can still be issued when LRTS is down, it is appropriate to include these outages in results. This is because of the increased potential for the assignment of duplicate telephone numbers to orders during an LRTS outage.) The impact of this change is minimal.													
GA-1 & -2	N/A	On August 12, 2002, from 9:07 a.m. to 1:50 p.m. MDT (283 minutes), a CLEC improperly advertised a network route to Qwest IP address space, effectively detouring IMA Internet traffic through the CLEC rather than going directly to Qwest. When the re-routed traffic attempted to pass through the CLEC’s network, it was stopped, probably at its firewall. By having the CLEC eliminating the improperly advertised route, the traffic reverted to the normal path, and access was restored.											X		
GA-1,-2, -3, -4 & -6	N/A	Revised reporting to include the effects of all relevant firewall and computing network outages on specific gateway availability results.	R	>											
GA-7	N/A	Implemented reporting.	>												
PO-1A-1b, PO-1A-1c & PO-1A-1(b,c)	N/A	Implemented change to the report template to reorganize PO-1 graphical presentations in accordance with change made with the release of May 01 results. This eliminated separate reporting for the “accept” screen and combined the results with those for the “response” screen for appointment scheduler in GUI. Beginning with the Nov 00 – Oct 01 report, graphical presentations are now provided for results prior to this change and for combined reporting beginning with May 01 results.	>												
PO-1A-7, PO-1B-7	N/A	Implemented programming to include Raw Loop Data (RLD) Qualification with ADSL Qualification results and report under transaction type 7 as "Loop Qualification Tools" per a TAG-approved PID change. <b>The impact of this change is significant, primarily in terms of volumes, with some improvement in results.</b>					R	R	>						
PO-1A-7, PO-1B-7, PO-1C	N/A	Results rerun to incorporate PID change combining the ADSL Loop Qualification and Raw Loop Data tools.					R	R	R						

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results															
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S	
PO-1A-9 & -10 PO-1B-9 & -10	N/A	Implemented programming to add two new transactions types – Connecting Facility Assignment and Meet Point Inquiry – to reporting.		>											
PO-2	Resale & UNE-P (POTS)	Implemented programming to report under the UNE-P (POTS) product category the new UNE-P (Business) and UNE-P (Centrex 21) that was offered separately from Resale. Initial volumes of these two UNE-P (POTS) products were reported under Resale Business and Centrex, respectively. Therefore, this change also included re-running past results to move those initial volumes from Resale to UNE-P (POTS).	>												
PO-2	Resale & UNE-P (POTS)	Implemented programming to remove UNE-P (Centrex) (i.e., “complex” Centrex that is neither Resale nor UNE-P (POTS)) that was offered separately from Resale.	>												
PO-2	Unbundled Loops	Implemented programming to add to the calculations of the numerator certain LSRs for Unbundled Loops with 72-hour FOC intervals, which are now considered flow-through eligible.				>									
PO-2	All Applicable Products	Implemented programming to identify and exclude non-fatal rejects from results as part of PID exclusion for rejected LSRs for Mar 02 forward. Previously, only fatal rejections had been excluded. The impact of this change is minimal.						>							
PO-2	All Applicable Products	As a result of internal analysis, determined some canceled (SUP-1) LSRs were being excluded for invalid reasons. Implemented programming change to only exclude canceled LSRs for valid reasons based on the Exclusion Matrix. The impact of this change is minimal and in Jun 02 results only.									>				
PO-2	All Applicable Products	The FTS file is now sent directly to ORACLE instead of PANS. Implemented programming to extract the FTS file from ORACLE. This change has no impact on reporting.										>			
PO-2	All Applicable Products	Implemented programming to begin using recently-completed daily PANS non-fatal error file instead of monthly IMA non-fatal error file. This change has no impact on reporting.										>			
PO-2B	All Applicable Products	Applied new benchmarks approved by Arizona and ROC TAGs to graphical presentations.					>								
PO-2B	All Applicable Products	As a result of internal analysis, found the “undetermined file” had not been updated for Mar 02 when the March CRM process was run. Restated results on the May 01 - Apr 02 report. The impact of						R							

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		this change is minimal.												
PO-2B	Unbundled Loops	Implemented programming to recognize a new flow-through eligibility rule that is a result of a new line limitation rules on flow through with CRM Release 10. If the activity type is T or D, and the sub-product type is 25 or 35 (Unbundled Loop) and the number of lines is 11 or greater, the LSR will fall out for manual handling. Implemented programming for the exclusion. The impact of this change is not determined.									>			
PO-2B-2 (Other than AZ, CO)	POTS Resale	Beginning with Jul 02 results on the Aug 01 - Jul 02 report, the benchmark should show 95% instead of 90% (which applies only through Jun 02). This was corrected on the Sep 01 - Aug 02 report.										X		
PO-2, -3, -4 & -5	All Applicable Products	Internal analysis determined the "CRM2_CRM_STAT2" file referenced in programming is not used and should be removed. This change does not impact results											>	
PO-2, -3, -4 & -5	Resale UNE-P POTS	As a result of internal analysis, identified problem with identification of the UNE-P Centrex and UNE-STAR products that changed from Resale to UNE-P POTS. Modified programming to better match the RSOR code used to identify these two products. The impact of this change is minimal.										>		
PO-3	N/A	Internal analysis identified that some (few) LSRs included in PO-3 do not fit the PID-specified inclusion rules. To improve the measurement to address this, implemented programming to use manual files from IMA and CRM to look at fields that will avoid this. The impact of this change is minimal.										>		
PO-3	N/A	Mechanized the manual process noted above in the preceding note for this measurement.											>	
PO-3 & -4	N/A	Modified programming to match the name change of the reject reason code table in PANS from REQHIST3 to REQHIST4 for Sep 02 data. This change does not impact results.												>
PO-3C, -4C & -5C	N/A	Internal analysis identified that a CRM process that places the status of IIS (faxed) supplements on original LSR records made it necessary to correct status information on manual supplements. However, such corrections affect measurement flags (fields) that improperly exclude such manual records from these measurements. To resolve, used manual input files from IMA and CRM to provide corrections for Jul 02 results. This approach will be										>		

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results															
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S	
		used to provide corrections until a CRM fix is in place, which is scheduled for Aug 16, 2002. The impact of this change is minimal.													
PO-3, -5 & -8	All Applicable Products	As a result of internal analysis, discovered the day after Thanksgiving was erroneously counted as a holiday, causing intervals to be calculated incorrectly. Corrected programming.		R	>										
PO-5A-1a PO-5A-2a PO-5B-1a PO-5B-2a PO-5C-a	Resale Services, UNE-P (POTS) and UNE-P (Centrex)	Implemented programming to report under the “Resale Services and UNE-P (POTS)” product category the new UNE-P (Business) and UNE-P (Centrex 21) that was offered separately from Resale. This change did not affect what had been reported, because the PID calls for UNE-P (POTS) and Resale Services to be reported in the same category.	>												
PO-5A-1a PO-5A-2a PO-5B-1a PO-5B-2a PO-5C-a	Resale Services, UNE-P (POTS) and UNE-P (Centrex)	A prior note for the Nov 00 - Oct 01 report indicated Qwest had implemented programming to remove UNE-P (Centrex) (i.e., “complex” Centrex that was neither Resale nor UNE-P (POTS)) that was offered separately from Resale with a rerun for Jan - Sep 01 results. In addition, the note indicated in the next report (Dec 00 - Nov 01) UNE-P (Centrex) would be included in results as proposed in a PID proposal to recognize this “non-POTS,” “complex” new service by its own name, back to Jan 01. In fact, UNE-P (Centrex) was not removed from reporting.		X											
PO-5C	All Applicable Products	Internal analysis discovered that, due to a problem with the flow of data, type 1 supplemental (canceled) LSRs issued via IIS were being included in FOC results. Implemented programming to identify these records and not include them in results. The impact of this change is minimal.										>			
PO-5D	LIS Trunks	In response to Liberty Data Request LIB 36-001 S1, implemented programming to more accurately identify the FOC notification date and time by using the EDCNF field. The impact of this change is minimal.				>									
PO-5D	LIS Trunks	Internal analysis determined “D_EXCEPT 3” should be removed from the Common Exclusions table for EXACT products, because the exclusion would never apply and is not necessary. This change does not impact results.											>		
PO-6	N/A	As a result of internal analysis, determined the IMA status file used to calculate results pulls at 30 days, and therefore had the potential to miss records in certain months. To ensure complete files, the pull		R	R	>									

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		was changed to capture 45 days. The impact of this change is minimal with a slight increase in volumes.												
PO-6	N/A	Implemented TAG-approved benchmark of 6 hours on graphical representation of results.						>						
PO-6	N/A	In responding to MN DOC Set 22, Requests 2275, 2277, and 2278 (Docket Number P-421/CI-01-1371), determined programming can be improved if it uses PON and Order Number as the first criteria for matching records from CRM and RSOR for this measurement, preceding the existing (and continuing) match criteria of Order Number and Telephone Number. The impact of this change is minimal.											>	
PO-6	N/A	Modified Regulatory Reporting programming to integrate with new CRM-IDR database. This change does not impact results.												>
PO-6B	N/A	On May 29, 2002, there were 804 failed notification transactions to a CLEC due to a computer problem at the CLEC site. The problem was corrected one day later and the notifications were send out. This made the notifications late even though the problem was not Qwest's. The impact of this problem on results across the 14-states is minimal.								X				
PO-6B & PO-7B	N/A	As agreed in response to Liberty Audit (and addressed in PID notes), implemented programming to report according to newly received transmission date and time from EDI data. Previous reporting was according to the 'made available' date – the date that EDI data would be posted and made available to the CLECs. The CLECs have the option to sign up to receive the actual transmission. Currently, the only CLECs signed up are the P-CLECs.				>								
PO-7	N/A	The statistical process has not historically created a Master File Record when only Qwest results exist. This process has been changed to create a Master File whenever Qwest adhoc data is present, regardless of whether there is CLEC activity. This change increases the size of some Master Files where previously not included. There is no impact to the statistical scores reported.					>							
PO-7	N/A	Internal analysis and continuous improvement efforts determined the SFREF date to be a more accurate representation of the SOP completion date than the SOCD date and is also consistent with the										>		

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		PID. Implemented programming improvement to use SFREF data to determine SOP completion date. If the SFREF date is null, programming logic defaults to the SOCD. The impact of this change is minimal.												
PO-7	N/A	In responding to MN DOC Set 22, Requests 2275, 2277, and 2278 (Docket Number P-421/CI-01-1371), determined programming can be improved if it uses PON and Order Number as the first criteria for matching records from CRM and RSOR for this measurement, preceding the existing (and continuing) match criteria of Order Number and Telephone Number. The impact of this change is minimal.											>	
PO-7A & -7B	N/A	As a result of internal analysis, identified missing billing completions for December 1, 2001, and as a result found that the IMA flat file was pulling at 30 days. To ensure complete files, the pull was changed to capture 45 days. (The Nov and Dec 01 reruns were captured manually.) The impact of this change is minimal.		R	R	>								
PO-7C	N/A	As a result of internal analysis, found and corrected problem where some of the CRIS Billing notifications for the Central billing region were not posted prior to the PANS pull of the daily detail. Qwest was unable to recover corrected data for the Central region for Jun - Aug 01 results. Therefore, data for those months was omitted from the Regional and state specific reports for AZ, CO, NM, MT, ID, UT and WY.		R	R	>								
PO-7C	N/A	As a result of internal analysis, discovered problems with Line Sharing identification. Implemented programming to identify line sharing through "T" (inward) activity only and not include "C" (outward) activity in reporting. Also implemented programming to eliminate inaccurate reporting of Retail records as Wholesale Line Sharing utilizing the order type, action codes and sales code. These changes result in a minimal reduction in volumes.		R	R	>								
PO-7, -8, -9 & -15	All Applicable Products	As a result of Observation 2080, implemented the following changes related to counting Saturday as a business day in measurement programming: <ul style="list-style-type: none"> <li>Modified code to count Saturday as a business day if the original due date or any subsequent due date is a Saturday.</li> <li>Modified code to not count a holiday as a Business Day.</li> </ul>			R	R	R	>						



Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		For UNE-STAR, modified code to use the original product (Business, Centrex, Centrex 21) to identify product reporting category.												
PO-8A, -C & -D	All Applicable Products (Regional Report Only)	Internal analysis identified an error in the code that calculates the parity score for measurements reported as intervals with volumes of 100 or less (i.e., parity scores involving the permutation test) on Regional Results reports only. Implemented code to correct the error and re-ran results for Dec 01 forward. Impact is a slight improvement to parity results generally.			R	R	R	R	R	>				
PO-8 & PO-9	All Applicable Products	As a result of internal analysis, identified that for the Central Region (SOPAD) edits would push the original due date to the next chronological year if the order was typed into SOPAD <u>after</u> the original due date. Implemented programming to change the data source to IDR and use integrated dates for the due date, completion date and application date. Implemented programming to apply the correct year to the original due date. This phenomenon was observed primarily in Retail results and was caused by delayed typing of service orders. The impact of this change is minimal. Jul - Nov 01 results were rerun on the Apr 01 - Mar 02 report.	R	R	R	R	>							
PO-8 & PO-9	All Applicable Products	As a result of internal analysis, implemented new Common Exclusion for records with integrated completion dates greater than the reporting month, as permitted by the existing PID exclusion, "Records with invalid completion dates."					>							
PO-8 & PO-9	All Applicable Products	With the release of Feb 02 results, the JEOP.sas code was modified to use the DUE_DATE instead of SODD field. The DUE_DATE field holds the INTORGDD or the INTORGDD minus one year. Internal analysis identified that twice in the code the SODD was not replaced with DUE_DATE. Implemented programming to ensure all instances of SODD were modified to the use of DUE_DATE field. The impact of this change is minimal.			R	R	R	>						
PO-8 & PO-9	All Applicable Products	In response to Observation 2080 issued in the ROC 271 OSS Functionality Test, implemented programming to count Saturday as a Business day for Residence Resale and Retail calculations. The impact of this change is estimated to be minor, although it cannot be quantified precisely, due to other changes affecting the same			R	R	R	>						

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		results.												
PO-8 & PO-9	All Applicable Products	As a result of internal analysis, identified a problem where the programming logic adjusts the year of the due date when it is obviously wrong by subtracting one year. If the logic attempts to subtract one year from the date February 29 in a leap year, the code errors because February 29 in the prior year does not exist. Changed programming to move date to Feb-28 of the prior year if February 29 is encountered in this situation. This change does not impact results.			R	R	R	>						
PO-8 & PO-9	All Applicable Products	In the course of continuous improvement efforts, determined that customer miss code "C09" should be added to the "MISS_CD" table. (C09 is used on an order or orders related to an order coded with a customer miss) The impact of this change is minimal.											>	
PO-8 & PO-9	UNE-P (POTS)	Implemented programming to remove UNE-P (Centrex 21) from the UNE-P (POTS) reporting. UNE-P (Centrex 21) has characteristics different than POTS services that make it inappropriate to include with UNE-P (POTS). The impact of this change is minimal.			R	R	R	R	>					
PO-8, PO-9 & PO-15	All Applicable Products Except LIS Trunks, E-911, UDIT DS1, UDIT Above DS1, Dark Fiber and EELS	As a result of internal analysis prompted by CLEC questioning of Resale activity in Colorado, discovered certain orders for LIS Trunk facilities were inaccurately being reported as Resale. Implemented programming to not report records where there is a 'D' or 'V' in the 5 <sup>th</sup> position of the MCN, and no valid RSID/ZSID is found. <b>The impact of this change is significant.</b>			R	R	>							
PO-8A & PO-9A	Non-Designed Services	In connection with efforts to implement programming addressing UNE-P(Centrex 21) (as explained under PO-2 and PO-5 above), Implemented programming to include Resale Centrex 21 reporting under the Non-Designed Services category of PO-8A and PO-9A. This change reports data not previously captured,	>											
PO-8A & -8D PO-9A & -9D	<ul style="list-style-type: none"> <li>Non-Designed Services</li> <li>UNE-P (POTS)</li> </ul>	Implemented programming to report under the "UNE-P (POTS)" product category the new UNE-P (Business) and UNE-P (Centrex 21) that have been recently offered separately from Resale (Non-Designed Services). Initial volumes of these two UNE-P (POTS) products were reported under the Non-Designed Services category in PO-8 and PO-9. Therefore, this change also included re-running past results to move those initial volumes from the Non-Designed Services category to the UNE-P (POTS) category.	>											

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
PO-8C & -9C	<ul style="list-style-type: none"> <li>LIS Trunks</li> </ul>	As a result of internal analysis, determined JEPC.sas was not pulling retail LIS TRUNK records from RSOR. Prior to the cross-data source common exclusion number implementation, the d_except for this error was 7. After the implementation, the d_except was 6. The JEPC.sas code, however, was not modified to reflect this change. Implemented programming to correct the sequence for Common Exclusion numbering for JEPC. The impact of this change is minimal.	R	R	R	R	R	>						
PO-8C, PO-9C & PO-15	All Applicable Products	Per a KPMG retest, modified programming to exclude orders with entry date to application date interval of greater than 31 days or less than negative three days. (Previously, intervals of less than negative one day were excluded, which could not properly account for orders started on a Saturday or Sunday, but which were not entered into the system until the following Monday. This is a measurement process detail that remains PID compliant.) The impact of this change is minimal.			R	R	R	R	>					
PO-9	<ul style="list-style-type: none"> <li>Non-Designed Services</li> <li>Unbundled Loops</li> <li>LIS Trunks</li> <li>UNE-P (POTS)</li> </ul>	As a result of internal analysis, identified a problem where, in the process of implementing the concept of "Applicable Due Date," as recently approved by the TAG for OP-3, -4, -6 and -15 (which first appeared in the Sep 00 - Aug 01 report with a rerun of Jul 01 results), the ability to correctly exclude customer-caused misses in PO-9 was inadvertently lost. Corrected programming to restore the original ability to exclude customer-caused misses, as before.	>											
PO-9B	Unbundled Loops	Internal analysis determined that service orders issued for billing-only were being included in reporting whereas they should be excluded. Implemented programming change to identify and exclude billing-only orders from reporting. The impact of this change is minimal.										>		
PO-9B & C	Unbundled Loops, LIS Trunks	In the course of continuous improvement, enhanced programming to use "KIR" field along with "SOMC" data to determine customer miss. <b>The impact of this change is significant for Unbundled Loops.</b>											>	
PO-10	N/A	Internal analysis determined KBI system data had been inadvertently dropped from reporting effective August 12, 2002. Recovered missing data for Aug 02 and restated results on the Oct 01 - Sep 02 Report. This change increases volumes, but does not											X	

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		change results.												
PO-15	N/A	Implemented programming to add new "SI" Missed Function Code to the Missed Function Code Table for customer caused misses. This change was functionally effective beginning with process implementation on November 5, 2001.		>										
PO-15	N/A	Implemented the following items to align programming with those changes impacting OP-3, OP-4, OP-6, and OP-15 since 8/01 release: Exclusion of 'Features Only' orders; Exclusion of 'PIC Change Only' orders; Use only 'I' and 'T' action codes in determination of inward activity; Exclusion of Line Sharing order for billing only utilizing sales code for determination of Retail billing account establishment. These changes were committed to for PO-15 but not yet implemented until now (see Note 1 in ROC 4.0 PID).	R	R	R	>								
PO-15	N/A	Implemented programming to add two "KIR" codes (C59 and C67) to MISS_CD Table to use in conjunction with due date changes to determine applicable due date.				>								
PO-15	N/A	As a result of internal analysis, discovered common exclusion 37 was inadvertently removed from the DDCH code when the FCC exclusion number changes were implemented in Jan 02. The exclusion flags records that have an application date after the reporting month. Implemented programming to put common exclusion 37 back into DDCH code. The impact of this change is minimal.	R	R	R	R	R	>						
PO-15	N/A	As a result of internal analysis, determined the exclusion for official services was not implemented as required in the PID. Implemented programming to add the exclusion. The impact of this change is estimated to be minimal, but cannot be quantified precisely due to impacts of other changes affecting the same results.						>						
PO-15	N/A	Internal analysis identified a change in mid June as to what systems would allow Due Date changes. Implemented programming to include the new systems. There is no impact to reporting.									R	>		
PO-16	N/A	In connection with OSS test and audit activities, identified problems with data files used for Nov 01 - Feb 02 results. The problems have been corrected going forward. Corrected files were used to restate results for affected months. <b>The impact of this change is</b>		R	R	R	R							

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		<b>significant, resulting in more accurate results.</b>												
PO-16	N/A	As a result of internal analysis, found problem with data files for Dec 01, Jan 02, and Mar 02 in conjunction with recent approved PID revisions/clarifications. Reran results to be consistent with new PID language. <b>The impact of this change is significant.</b>			R	R		R						
PO-19	N/A	Implemented programming to add PO-19 (Stand-Alone Test Environment) reporting.		>										
PO-19	N/A	Implemented 95% benchmark per the TAG impasse resolution.						>						
PO-19A & PO-19B	N/A	Implemented Arizona TAG-approved disaggregated reporting of PO-19A and PO-19B. PO-19A is the same as PO-19 in the 14-State PID, and PO-19B is provided as approved by the Arizona TAG as additional information in reports for other states. (See Attachment 1 at the end of this Summary of Notes for list of explanations for PO-19B transactions with acceptable differences.)										>		
OP-2	N/A	Internal analysis determined that the files conveying call data to the measurement reporting system should be modified to include Centrex calls from the Minnesota call center, to align with change in the center handling such calls. The impact of this change is minimal.				R	R	R	R	R	R	R	>	
OP-3	Enhanced Extended Loops (EEL)	New standard of 90% displayed, as approved by TAG.	>											
OP-3 & -4	<ul style="list-style-type: none"> <li>Shared Loop/Line Sharing</li> <li>Unbundled Loops with Conditioning</li> </ul>	Implemented programming to reclassify Line Sharing orders that require Loop Conditioning in the PID category for Loops with Conditioning.	R	R	R	>								
OP-3 & -4	Unbundled Loops with Conditioning	As a result of internal analysis, results are withheld from reporting pending further analysis on interval requirements. Resumption of reporting is planned with the May 01 - Apr 02 report.					X	X						
OP-3 & -4	Unbundled Loops with Conditioning	As a result of internal analysis and, as reported in the TAG, determine Unbundled Loops with conditioning volumes were being over-reported due to usage of the USOC to dispatch and not necessarily to identify actual conditioning work. Implemented programming to identify and report loops actually conditioned using			R	R	R	R	>					

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		data from TIRKS, WFAC, RTT and Line Level Data. <b>The impact of this change is significant.</b>												
OP-3, -4 & -5	Shared Loop/Line Sharing	Applied new standards, as approved by the TAG.	>											
OP-3, -4 & -6	E911/911	As a results of internal analysis, discovered that because E911 is reported at the order level but gathered in TIRKS at the item level, there are circumstances where one item may be canceled while the others complete, which can cause an invalid missed code to be used in calculating results. Implemented programming to read all item levels and exclude the missed code assigned to canceled items from the calculation of results. <b>The impact to reported results is significant due to low volumes reported.</b>			R	R	>							
OP-3, -4 & -6	Dark Fiber	As a result of internal analysis, implemented programming to identify and exclude "reservation" orders for Dark Fiber, as such are not inward activity and are thus not eligible for inclusion in the measurements. The impact of this change is minimal.			R	R	>							
OP-3, -4 & -6	Dark Fiber	As a result of internal analysis, discovered customer-caused misses were not being excluded from Dark Fiber results. Modified programming to exclude customer-caused misses. The impact of this change is minimal.			R	R	>							
OP-3, -4 & -6	All Designed Products	As a result of internal analysis, implemented programming to determine the reason for misses on all Designed products by using the WFA field identified in IDR as WIDDMFC. (Dark Fiber and E-911 previously used the TIRKS MFC and other Designed products used SOMC.) <b>The impact to reported results for E-911 and Dark Fiber is proportionally significant due to low volumes.</b>					>							
OP-3, -4 & -6	All Applicable Products	Implemented programming to add new "SI" Missed Function Code to the Missed Function Code Table for customer caused misses. This change was functionally effective beginning with process implementation on November 5, 2001.		>										
OP-3, -4 & -6	All Applicable Products	As a result of internal analysis, implemented programming enhancements for determination of dispatch/non-dispatch disaggregation through more refined logic involving the "Order Completed By" (OCB) field. The impact of this change on results is minimal.	R	R	>									
OP-3, -4 & -6	All Applicable	Per a KPMG retest, modified programming to exclude orders with			R	R	R	R	>					

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
	Products	entry date to application date interval of greater than 31 days or less than negative three days. (Previously, intervals of less than negative one day were excluded. This change allows for orders started on a Saturday or Sunday, but are not entered into the system until the following Monday.) The impact of this change is minimal.												
OP-3, -4 & 6	All Applicable Products	As a continuous improvement item, implemented a change to add customer miss codes "SI" and "HD" to Applicable Due Date programming, which determines whether a due date change is customer- or Qwest-caused. The impact of this change is minimal.										>		
OP-3, -4 & -15	Shared Loop/Line Sharing	As a continuous improvement item, enhanced programming to better determine the "Applicable Due Date," by including customer miss codes "SI," "SP," "SL," and "SO" in determining where the first miss code was "CF." The impact of this change is minimal.										>		
OP-3, -4 & -15	Dark Fiber	Due to a process change in identifying Dark Fiber orders in TIRKS, modified RSOR programming to continue to properly capture these orders in reporting. The impact of this change is minimal.										>		
OP-3, -4 & -15	E911	As a continuous improvement step, implemented programming change to make use of a recently employed ability to derive the Applicable Due Date from TIRKS. The impact of this change on results is minimal.												>
OP-3, -4, -5 & -6	UNE-P (POTS)	As a result of internal analysis, found that UNE-P orders with an MCN identification of USW were being reported as Retail in error. Implemented programming to default <u>all</u> UNE-P to Wholesale. This is related to an issue identified during an audit where MCN identification was unknown on certain UNE-P USOCs. At that time Qwest defaulted all UNE-P with the unknown MCN to Wholesale, but was not aware that some USOCs were picking up the Retail MCN. This impact of this change is minimal.	R	R	R	>								
OP-3, -4, -5 & -6	Unbundled Loops, Shared Loop/Line Sharing	As a result of internal analysis, identified that some service orders with the Unbundled Loop Class of Service had been mis-identified as Unbundled Loop (Design Product) when they were Shared Distribution Loop (Non-Designed). Changed the product name of USOCs "UDS" and "UDSNN" to "UBL_SHARED." Added USOCs "UDSNL" and "UDSNZ" to the USOC Table with product name 'Shared Loop.' The impact of this change is minimal.										>		

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
OP-3, -4, -5 & -6	All Applicable Products	As a result of internal analysis, added the Integrated Revised Due Date (Applicable Due Date) to the determination of Exclusion Type 16. The impact of this change is minimal.									>			
OP-3, -4, -6 & -15	All Applicable Products	As a result of internal analysis, determined it is not sufficient to simply try to identify the WBL and WRL classes of service as wireless in order to properly not include in results. This is because these classes of service are also USOCs, which are sometimes used in conjunction with other classes of service (i.e. Residence or Business) that should be included in reporting. Implemented programming to remove WBL and WRL USOCs from the product table. Analysis shows the impact of this change is minimal.	>											
OP-3, -4, -6 & -15	All Applicable Products	Implemented programming to omit PORXX, PORPX and PORNX from the USOC table. These are LNP USOCs used for billing “port-out” activity. Where these USOCs and feature activity were included on the same “C” order with inward activity, they resulted in the related non-inward activities being incorrectly included in results.	>											
OP-3, -4, -6 & -15	All Applicable Products	As a result of internal analysis, identified a situation in line level programming that if the “string” of USOCs exceeds 200 characters on a “C” order with outward line activity, the record could be counted in results as inward activity. Corrected programming to not include outward activity in results where this situation exists.	>											
OP-3, -4, -6 & -15	All Applicable Products	As a result of internal analysis, identified that in circumstances where the original due date is supplemented with a future date and then changed to a date earlier than the original, the calculations for “current customer-requested” due date have been inaccurate. Implemented programming to correct the calculations. (A rerun of Jul - Sep 01 results was reflected in the Jan - Dec 01 report.) The impact of this change on results is minimal.	R	>										
OP-3, -4, -6 & -15	All Applicable Products	Updated programming to use a FID that has recently been made available to the reporting system to better identify CLECs for reporting CLEC-specific results. (For Jul - Nov 01 results, implemented programming improvement to increase the ability to determine CLEC identity, thus reducing the number of records coded to unknown CLEC, by using information in fields from related “N” orders.) These improvements affect only CLEC-specific results,	R	R	>									



Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		not CLEC-aggregate results, because Qwest previously was able to include records coded to unknown CLEC in CLEC-aggregate results.												
OP-3, -4, -6 & -15	All Applicable Products	As a result of internal analysis, discovered the day after Thanksgiving was erroneously counted as a holiday, causing intervals to be calculated incorrectly. Corrected programming.		R	>									
OP-3, -4, -6 & -15	All Applicable Products	Implemented programming to add two "KIR" codes (C59 and C67) to MISS_CD Table to use in conjunction with due date changes to determine applicable due date.				>								
OP-3, -4, -6 & -15	All Applicable Products	As a result of Observation 2080, implemented the following changes related to counting Saturday as a business day in measurement programming: <ul style="list-style-type: none"> <li>Modified code to count Saturday as a business day if the original due date or any subsequent due date is a Saturday.</li> <li>Modified code to not count a holiday as a Business Day.</li> <li>For UNE-STAR, modified code to use the original product (Business, Centrex, Centrex 21) to identify product reporting category.</li> </ul>			R	R	R	>						
OP-3, -4, -6 & -15	All Applicable Products	Internal analysis determined the following codes should be removed from the miss code table because they have been discontinued: D17, D18, D19, D20, F19, F20, H17, H19, J19, and J20. This change does not impact results.											>	
OP-3, -4, -6 & -15	All Applicable Products	As table maintenance, added the following codes to the miss code table as Qwest facility miss reasons: B18, G18, B20, K43, K44, K45, K46, K47, K48, K49, G14, B14, F14, E14, I14, K14, K08, K09, K10, K11, K15, K16, and K22. The impact of this change is minimal.											>	
OP-3, -4, -6 & -15	All Applicable Products	Implemented programming to insure the exception variable (d_except) keeps the first exception found (For example, whenever an exclusion is set to a non-zero number, the current exclusion on that record should equal to zero, i.e. d_except = 0). This change is for programming efficiency and does not impact results.											>	
OP-3, -4, -6 & -15	LIS Trunks	Internal analysis found that, because Feature Group D records do not have the traditional "in" and "out" USOCs, programming erroneously picked up and reported outward activity. Implemented programming to bring INTACTVY from IDR to the PEND and RSOR			R	R	>							

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results															
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S	
		data set to be used to exclude Feature Group D outward activity. <b>The impact of this change is significant.</b>													
OP-3, -4, -6 & -15	Unbundled Loop - DS3 and Higher	As a result of internal analysis, made correction to the USOC product table for “UDOX,” which was erroneously being reported as Unbundled Loop - DS3 and Higher. The impact of this change on results is minimal.	R	R	>										
OP-3, -4, -6 & -15	Shared Loop/Line Sharing	As a result of internal analysis, implemented programming to identify Loop Splitting orders that would have previously been counted as Shared Loop/Line-Sharing orders. The impact of this change on results is minimal.	R	R	>										
OP-3, -4, -6 & -15	UNE-P (POTS)	As a result of internal analysis, found the UNE-P (POTS) aggregation inaccurately included performance results for UNE-P DSS and UNE-P PRI, which are not POTS. Implemented programming to omit these from reporting. The impact of this change is minimal.	R	R	R	>									
OP-3, -4, -6 & -15	<ul style="list-style-type: none"><li>Shared Loop/Line Sharing</li><li>Unbundled Loop - Analog</li></ul>	As a result of internal analysis, implemented programming to exclude “N” order types for billing of Line Share accounts. The impact of this change on results is significant. This change decreases volumes for Unbundled Loop - Analog.	R	R	>										
OP-3, -4, -6 & -15	Shared Loop/Line Sharing	As a result of internal analysis, implemented improvement to exclude orders that show disconnect 'C' activity and 'T' and 'O' activity to move another line to main telephone status, consistent with PID focus on inward line activity. The impact of this change is minimal.								>					
OP-3, -4, -6 & -15	Unbundled Loop	As a result of internal analysis, implemented programming to exclude Unbundled Loop orders that are billing-only [Class of Service (SOCS = 'XBMXN') and Inward USOC ('LSD')]. The impact of this change is minimal.			R	R	R	R	R	>					
OP-3, -4, -6 & -15	EEL	Internal analysis determined that service orders issued for billing-only were being included in reporting when they should be excluded. Implemented programming change to identify and exclude billing-only orders from reporting. The impact of this change is minimal.										>			
OP-3, -4, -6 & -15	<ul style="list-style-type: none"><li>UDIT-DS1 Level</li><li>UDIT-Above</li></ul>	As a result of internal analysis, identified orders for E-UDIT. Added USOCs U1NO1, U1O3N, U1OPN, U1OQN and U1ORN to the										>			

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
	DS1 Level	product table for reporting under UDIT-DS1 Level or UDIT-Above DS1 Level. The impact of this change is minimal.												
OP-3, -4, -6 & -15	UNE-P Centrex	Internal analysis identified that UNE-P Centrex should be added to the interval table with an interval of 10 days, in conjunction with the identification of USOC "RHCXX" as UNE-P Centrex , rather than as Centrex, in the product table. The impact of this change is minimal (e.g., one order in Jul 02).											>	
OP-3, -4, -5, -6 & -15	All Applicable Products	Implemented programming to add three new Missed Function Codes for customer-caused misses (A05, I05, and M05) to MISS_CD Table.	R	>										
OP-3, -4, -5, -6 & -15	All Applicable Products	As a result of internal analysis, removed from the list of valid exclusions for PICX changes one USOC incorrectly included with programming changes in the 8/01 release. This impact of this change is minimal.	R	R	R	>								
OP-3, -4, -5, -6 & -15	All Applicable Products	As a result of internal analysis, implemented new Common Exclusion for records with integrated completion dates greater than the reporting month, as permitted by the existing PID exclusion, "Records without valid due dates or application dates."					>							
OP-3, -4, -5, -6 & -15	All Applicable Products	For ease of future analysis, implemented programming change to populate the "FLWTHR" (flow-through) variable in the RSOR adhoc data whenever there is a match between an LSR and an order. (Previously, this variable was populated only when an LSR arrived after hours.) This change does not impact results.												>
OP-3, -4, -5, -6 & -15	Residence	As a result of internal analysis, made correction to USOC product table to remove "RD6," which is a Remote Call Forwarding USOC, erroneously reported as Residence inward line activity. The impact of this change on results is minimal.	R	R	>									
OP-3, -4, -5, -6 & -15	Residence & Business	As a result of internal analysis, made correction to the USOC product table for "R1M" to show product as Residence instead of Business. The impact of this change on results is minimal.	R	R	>									
OP-3, -4, -5, -6 & -15	Centrex, Centrex 21, UNE-P (POTS), UNE-P (Centrex)	Implemented programming to report UNE-P (Centrex 21) (i.e., POTS Centrex) results under UNE-P(POTS), separate from results for Resale Business and Centrex 21 where they were previously reported. This change also implemented separate reporting for UNE-P (Centrex) (i.e., non-POTS, or "complex," Centrex) under its own product heading, consisting of results previously reported	>											

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		under Resale Centrex.												
OP-3, -4, -5, -6 & -15	UDIT - Above DS1 Level	As a result of internal analysis, determined that some records were following a non-designed flow and were therefore not being reported under the PID-specified Zone-type reporting for this product. Implemented programming to correct the UDIT DS3 designation in the PROD_DES table. Correcting this table allowed Qwest to identify all UDIT-Above DS1 records and include them in Zone-type reporting as required by the PID.	>											
OP-3, -4, -5, -6 & -15	Sub-Loop	As a result of internal analysis, determined that the two Sub-Loop USOCs originally included in the product table were inadvertently omitted at some point in early Spring 2001 during routine updates of the table. Implemented programming to return these two Sub-Loop USOCs to the product table along with several new Sub-Loop USOCs going forward.	>											
OP-3, -4, -5, -6 & -15	UNE-P (POTS)	As a result of internal analysis, identified that data for UNE-P (POTS) follows either a designed or a non-designed order flow, but that only the non-designed data had been reported under the PID-specified MSA-type reporting. Implemented programming to report all activity under MSA-type reporting.	>											
OP-3, -4, -5, -6 & -15	Shared Loop/Line Sharing	Implemented programming to identify and exclude from results "N" orders that contain the Line Sharing USOCs for billing only. Also implemented programming to identify and include in results those "C" orders on the retail side with inward retail activity that also include the Line Sharing USOCs for billing. These changes potentially decrease the volume of activity reported for Line Sharing while increasing some retail comparables.	R	>										
OP-3, -4, -5, -6 & -15	Shared Loop/Line Sharing	Implemented programming to differentiate between the Line Sharing and Line Splitting products. Omitted Line Splitting from results reported for Line Sharing. The impact of this change is minimal.				>								
OP-3, -4, -5, -6 & -15	Unbundled Loops: Dark Fiber - Loop	As a result of internal analysis, identified situations where the product designation for unbundled Dark Fiber was truncated as "UDF_LOO" in error. Implemented programming to extend the field length and correct to "UDF_LOOP." The impact of this change on results is minimal.	R	>										
OP-3, -4, -5, -6	Enhanced	Implemented programming to add four class-of-service USOCs and	R	>										

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
& -15	Extended Loops (EELs)	three line USOCs to the product table. These USOCs allow for gathering and reporting data on DSO EELs and Multiplexing EELs not previously captured for reporting.												
OP-3, -4, -5, -6 & -15	All Applicable Products Except LIS Trunks, E-911, UDIT DS1, UDIT Above DS1, Dark Fiber and EELS	As a result of internal analysis prompted by CLEC questioning of Resale activity in Colorado, discovered certain orders for LIS Trunk facilities were inaccurately being reported as Resale. Implemented programming to not report records where there is a 'D' or 'V' in the 5 <sup>th</sup> position of the MCN, and no valid RSID/ZSID is found. <b>The impact of this change is significant.</b>			R	R	>							
OP-3, -4, -5, -6 & -15	Unbundled Loop: DS1-Capable & Non-loaded - 4 Wire	Added two new classes of service for Unbundled DS1 Capable Loop (XUH1N) and Unbundled Non-loaded Loop - 4 Wire (XLO4N) to the Product Table.							>					
OP-3, -4, -5, -6 & -15	UNE-P (POTS)	Implemented programming to remove UNE-P (Centrex 21) from the UNE-P (POTS) reporting. UNE-P (Centrex 21) has characteristics different than POTS services that make it inappropriate to include with UNE-P (POTS). The impact of this change is minimal.			R	R	R	R	>					
OP-3, -4, -5, -6 & -15	UNE-P (Centrex 21)	Implemented programming to report UNE-P CTX21 as a separate product, per recently approved PID addition.			R	R	R	R	R	>				
OP-3, -4, -5, -6 & -15	LIS Trunks Dark Fiber-IOF Dark Fiber-Loops E911/911 Trunks	Internal analysis found that some orders that do not have a match to TIRKS data were incorrectly defaulting to a non-designed designation. Implemented programming change to remove this default to improve determination of the designed/non-designed classification. The impact of this change is minimal.										>		
OP-3, -4, -5, -6 & -15	Unbundled Loop	Internal analysis determined that, under current processes, all Unbundled Loops should be designated as designed. Implemented programming insure that all Unbundled Loops are classified as designed. The impact of this change is minimal.										>		
OP-3, -4, -5, -6 & -15	Centrex UNE-P Centrex	Internal analysis found that class of service "RHCXX" was incorrectly identified as Centrex instead of UNE-P (Centrex) in the product table. Corrected the table. The impact of this change is minimal.										>		
OP-3, -4, -5, -6 & -15	Centrex, Basic ISDN	Internal analysis determined the 1FM2X, 1FMUX, 1FMJX, 1FMDX, and 1FMYX classes of service for Centrex were incorrectly listed as Basic ISDN in the product table. <b>The impact of this change is significant, in terms of volume, on the retail comparatives for</b>											>	

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		<b>Resale Centrex and Resale Basic ISDN.</b>												
OP-3, -4, -5, -6 & -15	Dark Fiber	Implemented programming change to use RSOR instead of TIRKS as data source for reporting Dark Fiber now that all such orders are entered as service orders. The impact of this change on results is minimal.												>
OP-3, -4, -5, -6 & -15	Dark Fiber	As a result of internal analysis, added three Dark Fiber classes of service to Product Table: UBN1X (UDF-IOF); XUHDx (UDF-LOOP); and UBN2X (EDF-E). The impact of this change is minimal.												>
OP-4	All Applicable Products	Implemented programming to exclude ICB orders as identified by the "B" in the 2 <sup>nd</sup> position of the SPO FID. The impact of this change is minimal.	R	R	R	>								
OP-4	All Applicable Products	Internal analysis found in some instances OP-4 programming was inappropriately counting an extra interval day on orders with a Saturday or Sunday Application Date that did not complete on the same day. Implemented programming to correct this issue. The impact of this change is minimal.			R	R	>							
OP-4	All Applicable Products	As a result of internal analysis, identified KIR Codes D50, D51 and D75 were incorrectly coded as exceptions. Implemented programming to remove. The impact of this change is minimal.			R	R	R	>						
OP-4	All Applicable Products	As a result of internal analysis, discovered code problem with "application date" where OFF_BUS interval was not calculated correctly where the service order application date was on a Saturday or Sunday. ("OFF_BUS" is the offered business day interval.) Implemented programming so that, if the application date is Saturday or Sunday, one day is subtracted from the OP-4 interval. Also, for all products except OP-4C RES, if the application date is Saturday or Sunday, one day is subtracted from OFF_BUS, if OFF_BUS is greater than zero. For OP-4C RES, if the application date is Sunday, subtract one day from OFF_BUS if OFF_BUS is greater than zero. The impact of this change is estimated to be minor, although it cannot be quantified precisely, due to other changes affecting the same results.			R	R	R	>						
OP-4	All Applicable Products	As a result of internal analysis, discovered that, where it is the first time for the customer to change due date/miss due date, and the new subsequent due date is less than the previous subsequent due			R	R	R	>						

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		date, the days delayed by the customer were not calculated correctly. Implemented programming to correct. The impact of this change is minimal.												
OP-4	All Applicable Products	As a result of internal analysis, identified need to modify programming to remove the customer delay subtraction from interval calculations, where the customer requests a due date change that brings it back earlier than the original due date. The impact of this change is minimal.			R	R	R	>						
OP-4	All Applicable Products	As a result of internal analysis, implemented improvement to use LSR receipt date and time from CRM to more accurately determine the application date and time to be used in calculating and reporting results, in response to issues raised in OSS Test. The impact of this change is minimal.			R	R	R	R	R	>				
OP-4	All Applicable Products	Internal analysis determined that reference to "ADSR" is not needed for determination of longer-than-standard interval. Implemented programming change to remove this reference. The impact of this change is minimal.										>		
OP-4C	Business & UNE-P (POTS)	Updated the Standard Interval Table at state-specific levels only.	>											
OP-4C	Residence & Business	Internal analysis found the standard interval table for Colorado Retail Non-Dispatch Residence and Business orders was set at 2 days instead of the 3 days shown in the Standard Interval Guide. This caused orders to be erroneously excluded as longer than standard interval. Programming was modified resulting in a significant increase in volumes, <b>materially impacting Colorado Retail Residence and Business results.</b>			R	R	>							
OP-4C, OP-6A-3, OP-6B-3 & OP-15A	All Applicable Products	In response to Observation 2080 issued in the Functionality Test, implemented minor programming change to count Saturday as a regular Business day for non-dispatched Residence Resale and Retail due date interval calculations. For the OP-4C longer than standard interval determination, Saturday is only counted if the central office associated with the order is 'manned' based on the Exchange Information table utilized by Wholesale and Retail Reps in the interval offering process. Saturday had previously been counted in the interval calculation only when the order completed on a Saturday. <b>The impact of this change is significant for OP-</b>			R	R	>							

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		<b>4C.</b>												
OP-4, -6 & -15A	All Applicable Products (Regional Report Only)	Internal analysis identified an error in the code that calculates the parity score for measurements reported as intervals with volumes of 100 or less (i.e., parity scores involving the permutation test) on Regional Results reports only. Implemented code to correct the error and re-ran results for Dec 01 forward. Impact is a slight improvement to parity results generally.			R	R	R	R	R	>				
OP-4 & -15	All Applicable Products	As a result of internal analysis, implemented programming that further improves accuracy of assigning measured records to the correct market unit. The impact of this change is minimal.			R	R	R	R	R	>				
OP-4, -5, -6 & -15	All Applicable Products	During internal analysis determined activity for certain Qwest-initiated Central Office switch conversions was erroneously being included in performance results. These conversions use "C" and "T" action codes but have no actual inward line activity work completed. Implemented programming to identify and exclude activity for Central Office switch conversions. The impact of this change is minimal.			R	R	>							
OP-4, -6 & -15	All Applicable Products	Following of internal analysis, implemented code to accurately report intervals when the application date and completion date both fall on Saturdays. Previously, this situation has been calculated as one day since the implementation of current customer due date programming. The impact of this change on results is minimal.	R	>										
OP-4, -6 & -15	All Applicable Products	Following internal analysis, identified situations where the Missed Function Code (MFC) was not populated when the record had one supplemental due date. Implemented programming to accurately identify the MFC instead of defaulting to a company miss. The impact of this change on results is minimal.	R	>										
OP-6A	All Applicable Products	As a result of internal analysis, discovered an error in the programming logic for records <u>without</u> a due date change that failed to complete on the original due date. The records were included as company misses in OP-3 but the interval was not calculated in results reported for OP-6A. The impact of this change is minimal. (Programming was corrected with the Jan 01 - Dec 01 report.)			>									
OP-6A	All Applicable Products	As a result of internal analysis, discovered with the implementation of "current due date" a code anomaly was causing OP-6A volumes to be out of sync OP-3, which should be the same. Implemented			R	R	R	>						



Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		programming to correct. The impact of this change is estimated to be minor, although it cannot be quantified precisely, due to other changes affecting the same results.												
OP-6A	All Applicable Products	As a result of a PID revision, implemented programming to add exclusion for orders affected only by delays that are solely for customer and/or CLEC reasons, which eliminates results with a zero in the numerator. The impact of this change is minimal.			R	R	R	R	R	>				
OP-7 & OP-13	All Unbundled Loops	Implemented programming to fully automate reporting.				>								
OP-7 & OP-13	All Unbundled Loops	Internal analysis determined the keep statement in the "Re-Run From Detail" portion of the coordinated cut code referenced a "latetime" variable not found anywhere else in the code. Removed the latetime variable from the keep statement. This change does not impact results.											>	
OP-8	N/A	Implemented programming to use a new NPANNXSW table in the calculation of results. This table is used to identify certain exchanges with multiple switches and more accurately identify those excludable records where triggers cannot be set due to switch capabilities, in compliance with the PID.				>								
OP-8	N/A	With the mechanization of OP-13 reporting, a new field was added to that data set to identify a new appointment time provided by the CLEC. This new field is used in OP-8 to determine if the trigger was set prior to the start of the coordinated cut. The impact of this change is minimal.				>								
OP-8	N/A	As a result of internal analysis, identified and corrected error in manually collected data for triggers not automatically set. The impact of this change is significant for Nebraska Jan 02 results.				R	>							
OP-8	N/A	As a result of internal analysis, implemented programming to exclude records for product and equipment types – VTLMX (Anywhere Voice Mail) in all equipment types and NDN, NHN, NGS, ND4 in DMS 10 switches only (DID) – where Qwest is unable to set triggers. The impact of this change is minimal.						>						
OP-8	N/A	Implemented mechanized reporting.								>				
OP-8	N/A	As a result of internal analysis, identified and corrected minor problem with the programming code for mechanized reporting. The impact of this change is minimal.								R	>			

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
OP-8	N/A	Internal analysis found that, in cases where there were triggers previously set on DID reflecting multiple records in the “APRIL” system, the code could select the incorrect record for reporting. Implemented programming change to select the next to the last record instead of the last record for reporting. The impact of this change is minimal.										>		
OP-8	N/A	As a result of internal analysis, updated the SPID Table (used for CLEC identification) to add new detail for CLEC-specific results. This change does not impact aggregate results.												>
OP-8B	N/A	As a result of internal analysis, discovered over counting in situations where there is a completed order and a canceled order related to the same customer and service in the reporting period. Implemented programming to correct. The impact of this change is minimal.								>				
OP-8 & OP-13	N/A	Apr 02 results (only) were affected by errors caused when the code for these measurements was moved from one server to another. Programming was corrected and re-run for Apr 02 results in the Jun 01-May 02 report.							X					
OP-8 & OP-17	LNP	As a result of internal analysis, discovered the potential to erroneously exclude records from the TRIG data set used for calculating OP-17 results. Prior programming used the common exclusion list originally developed for OP-8 in the TRIG data set. Since TRIG is now used to calculate results for OP-17, MR-11 and MR-12, the list of common exclusions should not be unique to OP-8. Removed Type 7, Type 9, and Type 13 from the list of common exclusions to be used as PID-specific exclusions applicable to OP-8 only. The impact of this change is minimal.			R	R	>							
OP-15	All Applicable Products	As a result of internal analysis, identified programming problem where records completed during the first few days of the month following the reporting month were reported as completed instead of pending. Implemented programming to accurately identify and report those records as pending in the reporting month. (This change was effective with the Feb 01 - Jan 02 report. Dec 01 results were rerun on the Apr 01 - Mar 02 report.)				>								
OP-15	All Applicable Products	As a result of Observation 1038, implemented programming to use the ssrefdt field in the supplementary data file in order to capture in			R	R	R	R	>					

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results															
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S	
		the pending file those orders, which are canceled after the last day of the reporting month. The impact of this change is minimal.													
OP-15	All Applicable Products	As a result of an internal clean-up effort, identified old orders on record reflected in results that were in fact previously cancelled or completed. Removed orders from results. The impact of this change affects volumes, but with only a minimal impact on results.												>	
OP-15	Shared Loop/Line Sharing	As a result of internal analysis, identified a programming error on a recent change for OP measurements where the PEND code had a date restriction in place. The programming change for better identification of Line Sharing was only rerun to Nov 01 instead of July 01 as noted. Lifted the restriction to pick up the programming change for Jul - Oct 01. The impact of this change is significant.	R												
OP-15A	All Applicable Products	As a result of internal analysis, implemented programming to correct problem where orders without due date changes were being excluded. This change increases volumes for all products. The impact of this change on results is significant.	R	R	>										
OP-17	LNP	Implemented programming to add OP-17 (Timeliness of Disconnects Associated with LNP Orders) reporting. <ul style="list-style-type: none"><li>Beginning in the May 01 – Apr 02 report, OP-17 results for Oct &amp; Nov 01 are reported under “OP-17A,” because, with the disaggregation described below, OP-17A uses the same definition as the former OP-17.</li></ul>	R	R	>										
OP-17	LNP	As a result of a Liberty interview, implemented programming to appropriately exclude canceled orders as identified in trig.sas if the ORDSTA field is equal to "CA" or "CN." The impact of this change on results is minimal.			R	R	R	>							
OP-17	LNP	As a result of internal analysis, implemented programming to exclude LNP requests that do not involve automatic triggers per the PID. The impact of this change is minimal.			R	R	R	R	>						
OP-17A & B	LNP	Implemented programming to disaggregate OP-17 to OP-17A (which is the same as the prior OP-17 measurement) and OP-17B (which applies the measurement to situations involving untimely request for delay of disconnection) per a TAG-approved PID change.			R	R	R	R	>						
OP-17	LNP	As a result of internal analysis and the Liberty re-audit, incorporated Call Center data with reporting. The impact of this change is									>				

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results															
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S	
		minimal.													
OP-17	LNP	As a result of internal analysis, modified programming to ensure all LNP orders remain properly eligible for reporting following OP-8 refinements that affected inputs to OP-17. Because the OP-8 change affected May 02 results and forward, OP-17 results were also re-run from that point forward. The impact of this change is minimal.								R	R	R	>		
OP-17	LNP	As part of continuous improvement, implemented programming change to use new field to flag “CLEC error” to better identify orders not eligible for reporting. The impact of this change on result is minimal.												>	
OP-17	LNP	As a result of internal analysis, modified programming to determine the record type from TRIG instead of HOTCUT to avoid the possibility of capturing for reporting non-LNP related orders from the HOT CUT data set. This change does not impact results.												>	
MR-3, -4, -6, -7, & -9	All Applicable Products	As a result of internal analysis, implemented programming that further improves accuracy of assigning measured records to the correct market unit. The impact of this change is minimal.			R	R	R	R	R	>					
MR-3, -4, -6, -7, -8, -9 & -10	Centrex, Centrex 21, UNE-P (POTS), UNE-P (Centrex)	Implemented programming to reporting UNE-P (Centrex 21) (i.e., POTS Centrex) results under UNE-P(POTS), separate from Resale Business and Centrex 21 results, where they were previously reported. This change also implemented separate reporting UNE-P (Centrex) (i.e., “non-POTS,” or “complex,” Centrex) under its own product heading, consisting of results previously reported under Resale Centrex.	>												
MR-3, -4, -6, -7, -8, -9 & -10	UNE-P (POTS)	As a result of internal analysis, found the UNE-P (POTS) aggregation inaccurately included performance results for UNE-P DSS and UNE-P PRI, which are not POTS. Implemented programming to omit these from reporting. The impact of this change is minimal.			R	R	>								
MR-3, -4, -6, -7, -8, -9 & -10	UNE-P (POTS)	Implemented programming to remove UNE-P (Centrex 21) from the UNE-P (POTS) reporting. UNE-P (Centrex 21) has characteristics different than POTS services that make it inappropriate to include with UNE-P (POTS). The impact of this change is minimal.			R	R	R	R	>						
MR-3, -4, -6, -7, -8, -9 & -10	UNE-P (Centrex 21)	Implemented programming to report UNE-P CTX21 as a separate product, per recently approved PID addition.			R	R	R	R	R	>					

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
MR-3, -4, -6, -7, -8, & -10	UNE-P (Centrex)	As part of continuous improvement, implemented programming change to identify all “RHCXX” classes of service as UNE-P (Centrex) in order to better define the product. The impact of this change is minimal.												>
MR-3, -4, -5, -6, -7, -8, & -9	All Applicable Products	As a result of internal analysis, added customer caused disposition codes to the RRS MTAS program.			R	R	>							
MR-3, -4, -5, -6, -7, -8, & -9	All Applicable Products	In an ongoing effort to refine MCN data delivered from LMOS to MTAS, new files were delivered to PANS for reporting. This change decreases volumes, with the most significant impact to Business, PBX and Primary ISDN.					>							
MR-3, -4, -5, -6, -7, -8, & -9	Business	As a result of internal analysis, discovered some PAL orders issued with Business classes of services were being erroneously included in results. Implemented programming to identify records with a class of service code of “18” and exclude from reporting. <b>The impact of this change is significant.</b>			R	R	>							
MR-3, -4, -5, -6, -7, -8, & -9	Qwest DSL & Unbundled ISDN-Capable Loop	As a result of internal analysis, identified an NC code in the product table that was incorrectly shown as “Megabit” (Qwest DSL) when it should have been “UBL_ISDN” (Unbundled ISDN-Capable Loop). Implemented programming to correct the table.	>											
MR-3, -4, -5, -6, -7, -8, & -9	All Applicable Products Except LIS Trunks, E-911, UDIT DS1, UDIT Above DS1, Dark Fiber and EELS	As a result of internal analysis prompted by CLEC questioning of Resale activity in Colorado, discovered certain orders for LIS Trunk facilities were inaccurately being reported as Resale. Implemented programming to not report records where there is a ‘D’ or ‘V’ in the 5 <sup>th</sup> position of the MCN, and no valid RSID/ZSID is found. <b>The impact of this change is significant.</b>			R	R	>							
MR-5, -6, -7 & -8	Enhanced Extended Loops (EELs)	Implemented programming to report repair activity for EELs.	R	>										
MR-5, -6, -7, -8, & -10	Unbundled Loop: DS1-Capable & Non-loaded - 4 Wire	Added two new classes of service for Unbundled DS1 Capable Loop (XUH1N) and Unbundled Non-loaded Loop - 4 Wire (XLO4N) to the Product Table.							>					
MR-5, -6, -7, -8, & -10	DS3 and Higher; LIS Trunks	As a result of internal analysis, identified that some OC-3s had been identified as LIS Trunks due to the circuit identification containing the letters "JJ." The WFAC and WCNT data sets specify that LIS Trunks are identified by a "JJ" in the cktid (1,18). Changed									>			

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		requirements to identify LIS Trunks by a "JJ" in the cktid (12,7). The impact of this change is minimal.												
MR-6	All Applicable Products (Regional Report Only)	Internal analysis identified an error in the code that calculates the parity score for measurements reported as intervals with volumes of 100 or less (i.e., parity scores involving the permutation test) on Regional Results reports only. Implemented code to correct the error and re-ran results for Dec 01 forward. Impact is a slight improvement to parity results generally.			R	R	R	R	R	>				
MR-6, -7 & -8	Dark Fiber	Implemented programming to add new "TX XU" FID. There is no immediate impact from this change to results because there is currently no activity associated with this FID.												>
MR-7	Shared Loop/Line Sharing	Implemented programming to report QWEST Retail DSL as the retail comparative per the PID (diagnostic in all but Arizona).					R	R	R	>				
MR-9	UNE-P Centrex, UNE-P Centrex 21	Review of the PID identified that reporting of these products is not required. Removed from reporting.											>	
MR-10	All Applicable Products	Reports in checklist format show the PID number in the measurement label as MR-12 instead of MR-10. The measurement name, "Customer and Non-Qwest Trouble Reports," and the results displayed are correct. Reports in PID format are correct. This error, which appeared in both the Table of Contents and the body of the reports, was corrected on the Apr 01 - Mar 02 reports.					X							
MR-11	LNP	As a result of Internal analysis, identified problem with the Business Requirements used for this measurement. The requirements stated the OOS from MTAS must be set to yes for inclusion of a record in the numerator. Since some of the records included in MR-11 originate in the LDDRT data for escalations and not MTAS, this logic was flawed. Revised requirements and programming to reflect that LDDRT originated records do not require the OOS flag. <b>The impact of this change is proportionally significant due to small volumes reported.</b>			R	R	>							
MR-11	LNP	As a result of internal analysis, modified programming to ensure all LNP orders remain properly eligible for reporting following OP-8 refinements that affected inputs to MR-11. Because the OP-8 change affected May 02 results and forward, MR-11 results were also re-run from that point forward. The impact of this change is minimal.								R	R	R	>	

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
MR-11A & 11B	LNP	Implemented programming to create two disaggregations of MR-11 under MR-11A (LNP Trouble Reports Cleared within 4 Hours) and MR-11B (LNP Trouble Reports Cleared within 48 Hours.) (Arizona reporting began with the Apr 01 - Mar 02 report.)			R	R	R	R	>					
MR-11	LNP	As a result of internal analysis and the Liberty re-audit, incorporated Call Center data with reporting. The impact of this change is minimal.									>			
MR-11 & MR-12	LNP	Implemented programming to add MR-11 (LNP Trouble Reports Cleared within 24 Hours) and MR-12 (LNP Trouble Reports – Mean Time to Restore) reporting. Results reported for Oct and Nov 01 are provided using data gathered manually. Reporting for Dec 01 and going forward is fully mechanized.	R	R	>									
MR-11 & MR-12	LNP	As a result of internal analysis, discovered the potential to erroneously exclude records from the TRIG data set used for calculating OP-17 results. Prior programming used the common exclusion list originally developed for OP-8 in the TRIG data set. Since TRIG is now used to calculate results for OP-17, MR-11 and MR-12, the list of common exclusions should not be unique to OP-8. Removed Type 7, Type 9, and Type 13 from the list of common exclusions to be used as PID-specific exclusions applicable to OP-8 only. The impact of this change is minimal.			R	R	>							
MR-11 & MR-12	LNP	As a result of a Liberty interview, implemented programming to appropriately exclude canceled orders as identified in trig.sas if the ORDSTA field is equal to "CA" or "CN." The impact of this change on results is minimal.			R	R	R	>						
MR-12	LNP	Reporting of this measurement was discontinued per a TAG-approved PID change.							>					
BI-1A	UNEs and Resale	As a result of internal analysis, found the Regional and Arizona Dec 00 - Nov 01 reports did not include Arizona data for Nov 01. Nov 01 results were rerun for the Jan 01 – Dec 01 report.		R										
BI-1A	UNEs and Resale	Implemented programming to include category 11 records (Feature Group Access DUF) in reporting pursuant to a TAG-approved PID change.						>						
BI-1A	UNEs and Resale	As a result of internal analysis, discovered the category 11 (Feature Group Access DUF) file was duplicated for Mar 02 reporting, which has been corrected. <b>The impact of this change is significant.</b>						R						

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
BI-1C-1 BI-1C-2	UNEs and Resale	In compliance with previously approved PID changes, implemented disaggregated reporting of Category 10 (ODUF) and Category 11 (ADUF) records (BI-1C-1 and BI-1C-2 respectively), which are also reported in aggregate in BI-1A.									>			
BI-1C-1 BI-1C-2	UNEs and Resale	Internal analysis determined the identification of Category 10 and Category 11 records have been transposed in the measurement titles in reports. Corrected measurement titles in reports to reflect the proper category. This change does not impact results.											>	
BI-1B	Jointly-Provided Switched Access	Results for Sep 01 – temporarily withheld from reporting on the Oct 00 - Sep 01 report pending correction of a problem with the data set – were provided with the Nov 00 - Oct 01 report. The problem, which consisted of duplicated records in the files due to header problems, was corrected for results going forward.	>											
BI-1B	Jointly-Provided Switched Access	Internal analysis identified a programming problem in MCAS (MCAS extracts data from CRIS and provides summary results to PANS for reporting) where summary results were calculated according to calendar days instead of business days. MCAS programming was modified to provide summary data calculated according to business days in compliance with the PID. The impact of this change is minimal.										>		
BI-2	UNEs and Resale	Following internal analysis, identified that results have been provided at the record level in error. Implemented programming to change reporting to the invoice level per the PID. The impact of this change on Regional results is minimal. The impact on some individual state results, however, is significant.	R	>										
BI-2	UNEs and Resale	Included new CABS/BOSS-formatted bills in reporting using manual input file for Jul 02 results forward. An automated process to capture these bills is pending. The impact of this change is minimal.										>		
BI-3A	UNEs and Resale	As a result of internal analysis, found some CRIS adjustments for cost dockets and rate adjustments had not been included in results reported. Implemented manual data collection to capture all adjustments pending new process for automatic reporting. The impact of this change on results is significant. Additional refinement of results for Central Region states (AZ, CO, ID, MT, NM, UT and WY) may be reflected in future reports.	R	R	>									



Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
BI-3A	UNEs and Resale	As a result of internal analysis, found that OCC files added in the 12/01 release misidentified two ACNAs (MTN and MBU) as Wholesale. Revised programming to move the ACNAs to Retail reporting. The rerun also picks ups additional records added late to the source CRIS file. The impact of this change is significant.	R	R	R	>								
BI-3A	UNEs and Resale	As a result of internal analysis, changed RJ Qualifier 721 (MOOSA) on table from eligible to report in Adjustments for Errors to ineligible. The impact of this change is minimal.			R	R	>							
BI-3A (AZ)	UNEs and Resale	As a result of internal analysis, identified a revenue transfer from the BART billing system to CRIS was incorrectly shown as an adjustment for error. Implemented programming to remove this adjustment. Process improvements are now in place to prevent this from occurring in the future. <b>The impact of this change is significant.</b>							R					
BI-3A	UNEs and Resale	As a result of internal analysis, determined that certain adjustments, including those for rate rebalancing and cost docket, should actually be captured for reporting as a net value instead of an absolute value. These type of adjustments are retroactive credits for incorrect amounts offset with retroactive debits for correct amounts. Reporting these as an absolute value incorrectly counts both the credit and the debit as separate adjustments for errors when only the difference, or net value, should be counted. Qwest discovered that due to an inadvertent programming error made while implementing this change, results for Jun 02 published in the Jul 01 - Jun 02 report omit these adjustments. Jun 02 results will be restated with the Aug 01 - Jul 02 report. An analysis of the currently published Jun 02 results compared to the corrected results to be restated shows of the 14 individual states, 12 should have no change in parity status. Washington State changes from "in-parity" to "out-of-parity." Nebraska changes from "out-of-parity" to "in-parity."									>			
BI-3A	UNEs and Resale	Restated Jun 02 results on the Aug 01 - Jun 02 report per the note above.									R			
BI-3A	UNEs and Resale	As a result of internal analysis, discovered PANS records were inadvertently deleted when the process date fell in a month prior to the journal month. Initiated programming change in PANS to						R		R	R	>		

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
		correct problem. The impact of this change is minimal.												
BI-3B	Reciprocal Compensation	As a result of internal analysis, programming affecting the denominator was corrected as to the manner in which it determines absolute values, in order to be consistent with the PID. Previously, the program summed the current revenue and delayed revenue and then took the absolute value of the total. With the correction, the program determines separately the absolute value of current revenue and of delayed revenue before summing them. The impact of this change on results is minimal.	R	R	>									
BI-3A & -4A	UNEs and Resale	As a result of internal analysis, discovered incorrect assumption in interpretation of the business requirements that all IABS records were to be designated as wholesale. In fact, Frame Relays are reported from IABS data and can be either wholesale or retail. Implemented programming to identify the correct designation for Frame Relay from IABS data by using the 5th position of the MCN where a "D" or "V" indicates a wholesale product. Otherwise, the product is designated retail. The impact of this change is minimal.			R	R	R	>						
BI-4A	UNEs and Resale	In responding to Arizona IWO 1214, identified that the CRIS/MCAS input files for the Central Region (AZ, CO, ID, MT, NM, UT and WY) contained a rolling 20 days of detail instead of 30 days. This was corrected. (Because CRIS/MCAS is unable to provide corrected files for prior months, Regional results prior to Nov 01 include IA, OR, MN, ND, NE, SD and WA only.) The impact of this change on results is minimal.		>										
BI-4A	UNEs and Resale	As a result of the re-interview with Liberty, determined programming logic used for setting met/missed flag on IABS originated records incorrectly used SOP posted and EBD dates instead of SOP completed and Bill ID dates. Revised programming. The impact of this change is minimal.			R	R	R	>						
BI-4A	UNEs and Resale	As a result of internal analysis, identified duplicate records where MCAS had sent both daily and month-end files to PANS. MCAS sent correct files to PANS to be pulled for reporting. Implemented mechanized enhancements to MCAS code for data going forward. <b>The impact of this change is significant.</b>			R	R	R	>						
BI-4A	UNEs and Resale (Central Region)	As a result of internal analysis, determined the date represented as the SOP completion date was actually the CRIS entry date. Also				R	R	R	R	>				

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
	States)	identified the need to manually gather data on both the "in" and "out" sides of change-of-responsibility orders. Implemented necessary changes. The impact of these changes are minimal.												
BI-4A	UNEs and Resale (Eastern Region States)	As a result of internal analysis, determined the date represented as the SOP completion date was actually the CRIS entry date. Also identified the need to manually gather data on both the "in" and "out" sides of change-of-responsibility orders. Implemented necessary changes. The impact of these changes are minimal.					R	R	R	>				
BI-4A	UNEs and Resale	Internal analysis determined some data from manual CR files was not included in Jun and Jul 02 results. Results are restated with corrected files on the Sep 01 - Aug 02 report. The Impact of this change is minimal.									R	R		
BI-4A	UNEs and Resale	Internal analysis identified and corrected an MCAS code issue that caused some records to be omitted. The Impact of this change is minimal.							R	R	R	R	>	
BI-4A	UNEs and Resale	Internal analysis determined the rerun of results on the Sep 01 - Aug 02 Report to corrected an MCAS code issue picked up incorrect data for Apr 02 results in the Eastern Region. Results are rerun on the Oct 01 - Sep 02 report with corrected data. The impact of this change is minimal, affecting only Apr 02 results as reported in the Sep 01 - Aug 02 report, with the exception of North Dakota where results for this measurement changed from a missed standard to a met.							X					
BI-4A	UNEs and Resale	Internal analysis determined an inadvertent programming error prevented manual change-of-responsibility files for Aug 02 from being incorporated into results on the Sep 01 - Aug 02 Report. Results are rerun on the Oct 01 - Sep 02 report with the files included. The impact of this change on results is minimal.											X	
DB-1A	N/A	Internal analysis determined "Intrado" failed to manually delete "specials" prior to sending Jul 02 E911 data to PANS. Results are restated with corrected file on the Sep 01 - Aug 02 report. This correction impacts Idaho, Minnesota and Regional results. The impact of this change is minimal.										R		
DB-1C	N/A	Implemented programming to fully automate reporting.				>								
NP-1	N/A	Implemented programming to fully automate reporting.				>								
CP-1C &	N/A	Implemented standards as agreed in 271 Workshops.	>											

Notes/Comments on the Qwest Report of October 2001 – September 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	O	N	D	J	F	M	A	M	J	J	A	S
CP-2C														
CP-1, -2, -3 & -4	N/A	Added new collocation type "K" Direct Connection (physical XXX) to reporting.	>											

#### Explanation for Display of Statistics:

##### Percentage-type Measurements

- N/A is displayed when the statistic is not defined and cannot be calculated; i.e., there is no variance.
  - Z-score - N/A is displayed when all Qwest observations have the same value. Note that the Qwest standard deviation is not displayed on the report.
  - Parity score - N/A is displayed when all observations from both the CLEC and Qwest samples have the same value, e.g., both results are 100% or 0%. Note that this is a parity condition, however a parity score can't be calculated.
- A Blank is displayed when there are no data available on which to calculate the statistic.
  - If there are no CLEC data, the CLEC fields are blank, and the z-score and parity fields are blank.
  - If there are no Qwest data, the Qwest fields are blank, and the z-score and parity fields are blank.

##### Interval-type Measurements

- A blank is displayed when the statistic is not defined and cannot be calculated; i.e., there is no variance, or when there are no data available on which to calculate the statistic.
  - Z-score – A blank is displayed when all Qwest observations have the same value. Note that the Qwest standard deviation is not displayed on the report.
  - Parity score – A blank is displayed when all observations from both the CLEC and Qwest samples have the same value, e.g., both results are 100% or 0%. (Note that this is a parity condition, however a parity score can't be calculated.)
  - If there are no CLEC data, the CLEC fields are blank, and the z-score and parity fields are blank.
  - If there are no Qwest data, the Qwest fields are blank, and the z-score and parity fields are blank.

Please see also the document, "Reading Reports," also on Qwest's Wholesale 271 Performance Results reporting website (<http://www.qwest.com/wholesale/results/readreports.html>).

## Attachment 1

### Qwest Explanations for PO-19B Transactions with Acceptable Differences July 2002

#### Overview

The purpose of this document is to explain differences encountered in SATE and Production during the PO-19B execution. These are valid differences; those that are not due to problems with SATE mirroring production. Therefore, these differences are not counted against the PO-19B 95% benchmark. Common differences (those that occur in almost all transactions) are not detailed in the matrix below, but are bullet pointed before the matrix to provide a standard list of expected differences, not specific to a scenario.

#### Common Differences

- **DATE** – The date and times that the transactions were run will appear in the transactions. They will differ due to the fact that the transactions were run at two different times. Example of X12: DTM|211|20020719|||TM|1700
- **CCNA** – SATE used a CCNA of R30 and IMA used a CCNA of T30. The comparison tool identifies when the different CCNAs are returned in the responses. Examples of X12: N1|EV|R30, MTX||R30
- **TAX** – Tax codes are created per CCNA. The tax codes loaded for R30 and T30 will be different. Example of X12: MTX||A, D, Y, C, L, J, H, N, K, W
- **BAN** – Billing account numbers are loaded by CCNA. The BANs loaded for R30 and T30 are different. Example of X12: MTX||K 303 111-1111-111
- **LSR Number** – The LSR numbers are system generated and therefore will appear as differences.
- **Order Number** – The order numbers are system generated and therefore will appear as differences.
- **AN** – Account numbers are system generated and therefore will appear as differences.
- **Circuit** – Circuit numbers are system generated and therefore will appear as differences.

Scenario	Scenario Description	EDI X12 Response	Notes
AAQ1	Appointment Availability Query	SATE: PAM 27 45 MJ IMA: PAM 27 0 MJ The premises work time had two different values to identify the amount of time required to perform work at the customer's premise. SATE: PAM FT 105 MJ IMA: PAM FT 60 MJ The total time to be scheduled had two different values to identify the combined prem and non prem work time. SATE: REF IX T000028725 INQRES NBR IMA: REF IX WNLLKG4A01 INQRES NBR The reservation number had different values. SATE: QTY 1K 9 EA IMA: QTY 1K 42 EA The number of appointment slots returned contained different values SATE: DTM 150 20020719   RTM 0800-1700 IMA: DTM 150 20020719   TM 1200 IMA had single time slots available while SATE had ranges of times available.	Due to the dynamic nature of production, appointment times are dynamically determined. Therefore, PO-19B cannot capture predefined appointment times. In SATE, specific appointment times are returned to ensure repeatable, static data is returned.
AAQ3	Appointment Availability Query	SATE: REF IX T000000738 INQRES NBR IMA: REF IX 17NLKG4A01 INQRES NBR The reservation number had different values. SATE: QTY 1K 8 EA	Due to the dynamic nature of production, appointment times are dynamically determined. Therefore, PO-19B cannot capture

Scenario	Scenario Description	EDI X12 Response	Notes
		<p>IMA: QTY 1K 89 EA</p> <p>The number of appointment slots returned contained different values.</p> <p>SATE: DTM 150 20020717   RTM 0800-1700</p> <p>IMA: DTM 150 20020723   TM 1015</p> <p>IMA had single time slots available while SATE had ranges of times available.</p>	predefined appointment times. In SATE, specific appointment times are returned to ensure repeatable, static data is returned.
<b>ASQ1</b>	Appointment Selection Query	<p>SATE: REF IX T000028725 INQRES NBR</p> <p>IMA: REF IX WNLLKG4A02 INQRES NBR</p> <p>The reservation number had different values. Exception based on inherent system differences</p> <p>SATE: DTM 211 20020719   RTM 0800-1700</p> <p>IMA: DTM 211 20020719   RTM 0800-1130</p> <p>Different ranges were returned from the two systems.</p>	Due to the dynamic nature of production, reservation numbers are dynamically determined. Therefore, PO-19B cannot capture predefined appointment times. In SATE, specific appointment times are returned to ensure repeatable, static data is returned.
<b>CFA1</b>	Connecting Facility Assignment	<p>SATE: SI TI PV 096</p> <p>IMA: SI TI PV 098</p> <p>The percentage of facilities that are remaining have different values.</p> <p>SATE: QTY 40 96 EA</p> <p>IMA: QTY 40 98 EA</p> <p>The facilities that are remaining had different values.</p>	The difference in the percentage of facilities that are remaining and the number of facilities remaining is due to the dynamic nature of production. In SATE, the number of remaining facilities is static to ensure repeatable results.
<b>CSR2</b>	Customer Service Request	<p>SATE: MTX  04B</p> <p>IMA: MTX  07B</p> <p>The bill pull cycle contains different values for each CCNA.</p>	Different CCNA information is used in SATE and production for the test accounts. Consequently, each CCNA has different bill pull cycle information.
<b>FAQ1</b>	Facility Availability Query	<p>SATE: QTY V2 1 EA</p> <p>IMA: QTY V2 2 EA</p> <p>A different value was returned in the “working lines left in” field.</p>	The working lines left in difference is due to the dynamic nature of production.
<b>RLDQ2</b>	Raw Loop Data Query	<p>SATE: SI TI CN 1KR3E.4</p> <p>Circuit</p> <p>SATE: SI TI K6 152</p> <p>Pair Number</p> <p>SATE: SI TI L2 CT</p> <p>Loop Statistics</p> <p>The circuit, pair number and loop statistics fields are displayed in a different order for the two system responses.</p>	The difference is due to the random selection of the information from tables within the IMA and SATE.
<b>SAQ1</b>	Service Availability Query	<p>Example of differences:</p> <p>SATE: SI TI ZR \$34.61</p> <p>IMA: SI TI ZR \$34.63</p>	There are numerous data value differences between the two systems for SAQ responses. This is due to SATE loading a wide variety

Scenario	Scenario Description	EDI X12 Response	Notes
			of USOCs to allow Co-Providers to test different products, whereas in production, the USOCs available are based on the CLEC's contract. In addition, SATE does not load every NPA NXX that exists for each switch.
<b>SAQ2</b>	Service Availability Query		There are numerous data value differences between the two systems for SAQ responses. This is due to SATE loading a wide variety of USOCs to allow Co-Providers to test different products, whereas in production, the USOCs available are based on the CLEC's contract. In addition, SATE does not load every NPA NXX that exists for each switch.
<b>TNAQ1</b>	Telephone Number Assignment Query	SATE: SI TI RV 515-262-6883 IMA: SI TI RV 515-263-8495	The telephone numbers reserved contain different values based on the two systems. In production, TN reservation is based on a dynamic selection of available TNs. In SATE, the list of available TNs is static to ensure repeatability.
<b>LO1</b>	Listings Only		Production FOM had a LSR status of "In Review". SATE FOM had a LSR status of "Submitted". The difference in FOM status is due to the automatic routing of the Listings orders to the Listings group that is set up in IMA production. Once the LSR is routed it changes the status to "In Review". This routing is not necessary in SATE because the orders are not physically completed.
<b>LO2</b>	Listings Only		Production FOM had a LSR status of "In Review". SATE FOM had a LSR status of "Submitted". The difference in FOM status is due to the automatic routing of the Listings orders to the Listings group that is set up in IMA production. Once the LSR is

Scenario	Scenario Description	EDI X12 Response	Notes
			routed it changes the status to “In Review”. This routing is not necessary in SATE because the orders are not physically completed.
<b>LO3</b>	Listings Only		Production FOM had a LSR status of “In Review”. SATE FOM had a LSR status of “Submitted”. The difference in FOM status is due to the automatic routing of the Listings orders to the Listings group that is set up in IMA production. Once the LSR is routed it changes the status to “In Review”. This routing is not necessary in SATE because the orders are not physically completed.



## Attachment 2

### PO-20 – Manual Service Order Accuracy<sup>1</sup>

<b>Purpose:</b> Evaluates the degree to which Qwest accurately processes CLECs' Local Service Requests (LSRs), which are electronically-submitted and manually processed by Qwest, into Qwest Service Orders.	
<b>Description:</b> Measures the percentage of Qwest service orders that are populated correctly, in specified data fields, with information obtained from CLEC LSRs. <ul style="list-style-type: none"> <li>Includes only service orders created from CLEC LSRs that Qwest receives electronically (via IMA-GUI or IMA-EDI) and manually processes in the creation of service orders, regardless of flow through eligibility, subject to exclusions as specified below.</li> <li>Includes only service orders, from the product reporting categories specified below, that request inward line or feature activity (Change, New, and Transfer order types), are assigned a due date by Qwest, and are completed/closed in the reporting period. Change order types included in this measurement consist of all C orders with "I" and "T" action-coded line or feature USOCs.</li> <li>Service orders evaluated in this measurement are either (1) those selected randomly <sup>NOTE 1</sup> and manually inspected for accuracy as defined herein, or (2) when Qwest develops mechanized capabilities for this measurement as specified in the Availability section below, all service orders satisfying the above criteria.</li> <li>A service order will be classified as "accurate" and thus counted in the numerator in the formula below when evaluation determines that the fields specified in the Service Order Fields Evaluated section below (per the indicated phases), when populated on the LSR, are all accurate, as applicable, on the service order. Accuracy is defined as the contents of the specified fields, in the service orders involved in provisioning the service, matching the information from the relevant fields as provided in the latest version of associated LSRs.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC Aggregate	<b>Disaggregation Reporting:</b> Region-wide
<b>Formula:</b> $[(\text{Number of accurate service orders}) \div (\text{Number of evaluated service orders completed in the reporting period})] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>Cancelled service orders.</li> <li>Orders generated from LSRs with non-fatal errors.</li> <li>Orders that cannot be matched to a corresponding LSR.</li> </ul>	
<b>Product Reporting:</b> <ul style="list-style-type: none"> <li>Resale POTS and UNE-P (POTS)</li> <li>Unbundled Loops (Analog and Non-Loaded 2-wire)</li> </ul>	<b>Standard:</b> 95 percent
<b>Availability:</b> Under Development: <ul style="list-style-type: none"> <li>Phase 0 - Manual, random sampling approach: Jun 02 results reported in the Jul 02 report.</li> <li>Phase 1 - Mechanized approach, replacing manual approach: TBD</li> </ul>	<b>Notes:</b> <ol style="list-style-type: none"> <li>Manually-selected orders will consist of 20 random, qualifying orders per day per product reporting category, specified above, from throughout Qwest's 14-state local service region.</li> </ol>

<sup>1</sup> The definitional aspects (i.e., the Purpose section through the Notes section) of this version are the same as the 11 Jun 02 version, except that the standard has been changed from "Diagnostic" to "95 percent." The section on Service Order Fields Evaluated for Phase 0, below, has been updated to clarify the fields and how the fields are evaluated.

**PO-20 – Manual Service Order Accuracy (continued)**

<b>Service Order Fields Evaluated (by Phase of implementation)</b>			
<b>Phase 0 – (01 Jun 02 Forward) Random sampling approach; Manual comparison of the fields from the Service Order to the LSR:</b>			
	<b>Field Code</b>	<b>Field Name</b>	<b>Remarks</b>
	CCNA	CLEC ID	Order entry validated from LSR Form
	D/Tsent	Date sent to help ID App	Order entry validated from LSR Form
	Name	Name of Customer	Order entry validated from End User or Directory Listings Forms, when applicable
	SANO	Service Address Number	Order entry validated from End User or Directory Listings Forms, when applicable
	SASD	Service Address Direction	Order entry validated from End User or Directory Listings Forms, when applicable
	SASN	Service Address Street Name	Order entry validated from End User or Directory Listings Forms, when applicable
	LD1	LOC	Order entry validated from End User or Directory Listings Forms, when applicable
	LV1	LOC #	Order entry validated from End User or Directory Listings Forms, when applicable
	City	City name	Order entry validated from End User or Directory Listings Forms, when applicable
	PON	Purchase Order Number	Order entry validated from LSR Form
	Date/ FOC'd date	Due Date on Order	Order entry validated from LSR FOC sent to the CLEC
<b>Phase 1 – (Dates TBD) First phase of mechanized measurement:</b>			
	<b>Field Code</b>	<b>Field Name</b>	<b>Remarks</b>
	Same as Phase 0	Same as Phase 0	
<b>Future Phase – TBD in Long Term PID Administration; Additional fields included in mechanization, if any:</b>			
	<b>Field Code</b>	<b>Field Name</b>	<b>Remarks</b>
	TBD	TBD	

## Attachment 3

### Qwest Draft Data Description

#### Performance Dimension: Service Order Accuracy – via Call Center Data

**Updated:** August 26, 2002

**Basis:** Customer calls to Qwest's service delivery centers reporting LSR/service order discrepancies.

**Purpose:** Provide an aggregate estimate of service order accuracy based on customer calls to service delivery centers.

#### Initial Illustrative Criteria for Implementation:

- Includes calls with received date in reporting month, counting only the first call per order and only those that are dealing with verified order inaccuracies (i.e., orders that do not match what was ordered on the CLEC Local Service Request (LSR)) that were caused by Qwest.
- Where calls refer to multiple orders, count each such call one time for each unique N, T, or C class order. For example, if a call refers to five unique orders, count it five times in the numerator of the formula below.
- Rules governing the orders to be included in the formula below are the same as the rules used in the OP-5 PID (e.g., inward line activity only, average of current + previous month volumes, etc.).

**Units of Reporting:** Percent

**Reporting Levels:** Statewide aggregate for all products listed in provisioning PID, OP-3.

#### Initial Draft Formula:

Percent Order Accuracy =  $\frac{((\text{Number of inward line orders completed in the [prior + current months]} / 2) - (\text{Number of calls received in the reporting period that report valid order errors}))}{(\text{Number of inward line orders completed in the [prior + current months]} / 2)} \times 100$

**Availability:** July 2002 data and beyond.

## Attachment 4

### Draft PID BI-5

#### **BI-5 Billing Claims Processing 01 Aug 02 Draftv2**

**Purpose:**

Evaluates the promptness with which Qwest acknowledges and resolves CLEC billing adjustment claims processed in the Service Delivery Center.

**Description:**

Measures the percentage of billing adjustment claims for Resale, UNE (RSID, ZCID) billed accounts and LIS interconnection usage and local facility accounts acknowledged and resolved within specified timeframes.

BI-5A – Measures the number of billing adjustment claims acknowledged during the month that are acknowledged within two business days after receipt, as a percentage of the total number of billing adjustment claims acknowledged during the month.

- Time interval for acknowledging claims is measured from the date of receipt to date of acknowledgement.
- Date of receipt is the date Qwest receives the claim, subject to business hours defined below.

BI-5B – Measures the number of billing adjustment claims resolved during the month that are resolved within 28 calendar days after acknowledgement, as a percentage of total number of billing adjustment claims resolved during the month.

- Time interval for resolving claims is measured from date of acknowledgement to date of resolution.
- Date of resolution is the date on which Qwest sends an e-mail, facsimile, or mailed response to the e-mail address, facsimile number, or mailing address designated by the CLEC. As a minimum, this communication of resolution either 1) denies the claim and provides a reason; or 2) grants the claim and informs the CLEC that a credit will be provided whether or not the communication provides the specific amount of the credit to be issued; or 3) denies the claim in part and grants the claim in part.
- If the 28<sup>th</sup> calendar day falls on a weekend or Qwest Legal Holiday, resolution will be considered timely if returned on the next business day.
- Date of acknowledgement is the date on which Qwest sends the claim number (if provided) via an e-mail, facsimile, or mailed response to the e-mail address, facsimile number, or mailing address designated by the CLEC, thus acknowledging the claim, or, if the claim cannot be processed, a message so informing the CLEC, to the e-mail address, facsimile number, or mailing address designated by the CLEC.
- This measurement includes only CLEC claims that are submitted within 60 calendar days of the bill date subject to the business rules listed in this description and exclusions listed below.
- Business days/hours for receipt of billing claims are Monday through Friday, 8:00 AM to 5:00 PM, excluding Qwest Legal Holidays.
  - CLEC claims for billing errors received outside these business hours shall be considered received at 8:00 am on the first business day thereafter.
- To qualify for inclusion in this measurement, claims must be submitted by e-mail to the CLECs assigned Service Delivery Coordinator or by another format jointly agreed upon between Qwest and the CLEC. All requested information must be provided, whichever format is used.
- Claims that are the subject of this measurement are those with the following reason codes: USG (disputed usage from an Interexchange Carrier on the Qwest bill), TOLL (Itemized calls or pay per use charges on a Qwest bill), DA (directory advertising), LIST (incorrect billing for listings), LPC (late payment charges), NRC (non-recurring charges), NRES (non-resellable products/services), RATES (customer claim that rates on the bill are incorrect), RC (recurring charges), RSD (resale discount), or TAX (taxes incorrectly billed to account).
- Qwest will consider a returned claim as no further action required on our part, and when additional information needed is provided acknowledge the claim as a new claim and work on resolving the claim.
- 
- Each reason code will count as a separate claim.

**Reporting Period:** One month

**Unit of Measure:** Percent

**BI-5 Billing Claims Processing 01 Aug 02 Draftv2 (continued)**

<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> BI-5A = [ (Number of billing adjustment claims acknowledged during the month that are acknowledged within two business days after receipt) ÷ (Total number of billing adjustment claims acknowledged during the month)] x 100  BI-5B = [ (Number of billing adjustment claims resolved during the month that are resolved within 28 calendar days after acknowledgement) ÷ (Total number of billing adjustment claims resolved during the month)] x 100	
<b>Exclusions:</b> <ul style="list-style-type: none"><li>• CLEC claims for incentive regulation credits, credits for performance remedies, out of service, and special promotional credits.</li><li>• CLEC claims that involve service order inquiries or account structure, or that are matters of contract or tariff interpretation. Service order inquiries include, but are not limited to; those on the attached form that request PON numbers. Account structure inquiries include, but are not limited to, those for independent bills, summary bill transfers, and unknown lines.</li><li>• CLEC claims related to bill media or technical issues.</li><li>• CLEC claims that are in fact for items enumerated above as excluded, but are referred to with different terminology.</li></ul>	
<b>Product Reporting:</b> None	<b>Standard:</b> BI-5A: 95% within two business days after receipt. BI-5B: 95% within 28 calendar days (after acknowledgement.)
<b>Availability:</b>  Under Development: <ul style="list-style-type: none"><li>• Beginning with Jun 02 data on the Aug 02 report</li></ul>	<b>Notes:</b>